

## *Education Training Sub-Committee Priorities and Goals*

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<b>Priority 1</b> – Continuing Education Training	<b>Committee Recommendation:</b> The Committee would like to provide PSAP Managers with a continuing education training opportunity by offering 1 day training classes in each Managers Regions 1 or 2 times a year. The topics would be chosen from a list requested by the managers.
<b>Priority 2</b> – PSAP Leadership Training	<b>Committee Recommendation:</b> Create a class for newer and prospective PSAP Managers. The class should be as NC specific as possible and should address both operational and technical areas many new managers are deficient in. The Committee's vision is a course that could be presented in 40-60 hours and contain some practical exercises and scenarios.
<b>Priority 3</b> – Long Term Training Program	<b>Committee Recommendation:</b> Create a long term training program for all interested PSAP Managers. This program would result in a recognized professional certification. The Committee envisions this as a combination of live and online classes and to partner with a community college delivery and oversight. The program could require completion of existing professional certifications. The program could be designed to offer multiple levels of certification, such as a certain number of courses, plus 3-5 years' experience would result in an initial certification, and additional courses plus experience would result in an advanced certification.